

AMENDMENTS TO THE CLAIMS

1-37. (Canceled)

38. (New) A method in a voice response system of receiving input of a keyword, the method comprising:

providing a list of keywords of characters;

receiving from a user a key sequence with a key of the key sequence representing multiple characters;

identifying from the received key sequence without other input from the user those keywords of the list whose initial characters match the possible characters of the received key sequence;

after identifying the keywords of the list that match,

outputting an utterance corresponding to each of the identified keywords; and
prompting the user to select an identified keyword corresponding to an output utterance; and

after outputting the utterance corresponding to each of the identified keywords, inputting from the user a selection of one of the utterances wherein the keyword corresponding to the selected utterance is the received input.

39. (New) The method of claim 38 wherein the key sequence is a dual tone multi-frequency key sequence.

40. (New) The method of claim 38 wherein the utterances of the identified keywords are output in an order based on a weighting factor.

41. (New) The method of claim 40 wherein the weighting factor is based on an expected likelihood of the utterance being selected by the user.

42. (New) The method of claim 40 wherein the weighting factor is based on access frequency associated with the utterances.

43. (New) The method of claim 38 wherein the identified keywords represent a constrained recognition grammar.

44. (New) The method of claim 38 wherein the key sequence is a dual tone multi-frequency key sequence, wherein the utterances of the identified keywords are output in an order based on a weighting factor, and wherein the identified keywords represent a constrained recognition grammar.

45. (New) The method of claim 38 wherein the inputting from the user a selection of one of the utterances includes the user speaking the selected utterance.

46. (New) The method of claim 38 wherein the inputting from the user a selection of one of the utterances includes the user speaking an alphanumeric character associated with an utterance.

47. (New) The method of claim 38 wherein the inputting from the user a selection of one of the utterances includes receiving from the user a selection of a key corresponding to the utterance.

48. (New) A computer-readable medium encoded with instructions for controlling a voice response system to receive input of a keyword, by a method comprising:

providing a list of keywords of characters;

receiving from the user a key sequence with a key of the key sequence representing multiple characters, each key represented as a dual tone multi-frequency key;

identifying from the received key sequence without other input from the user those keywords of the list whose initial characters match the possible characters of the received key sequence;

after identifying the keywords of the list that match,

outputting an utterance corresponding to each of the identified keywords in an order based on a weighting factor for the utterances; and

prompting the user to select an identified keyword corresponding to an output utterance; and

after outputting the utterance corresponding to each of the identified keywords, inputting from the user a selection of one of the utterances wherein the keyword corresponding to the selected utterance is the received input.

49. (New) The computer-readable medium of claim 48 wherein the weighting factor is based on an expected likelihood of the utterance being selected by the user.

50. (New) The computer-readable medium of claim 48 wherein the weighting factor is based on access frequency associated with the utterances.

51. (New) The computer-readable medium of claim 48 wherein the identified keywords represent a constrained recognition grammar.

52. (New) The computer-readable medium of claim 48 wherein the inputting from the user a selection of one of the utterances includes the user speaking the selected utterance.

53. (New) The computer-readable medium of claim 48 wherein the inputting from the user a selection of one of the utterances includes the user speaking an alphanumeric character associated with an utterance.

54. (New) The computer-readable medium of claim 48 wherein the inputting from the user a selection of one of the utterances includes receiving from the user a selection of a key corresponding to the utterance.

55. (New) A voice response system that receives input of a keyword from a user, comprising:

- a component that provides a list of keywords of characters;
- a component that receives from a user a key sequence with a key of the key sequence representing multiple characters;
- a component that identifies from the received key sequence without other input from the user those keywords of the list whose initial characters match the possible characters of the received key sequence;
- a component that, after identifying the keywords of the list that match, outputs an utterance corresponding to each of the identified keywords and prompts the user to select an identified keyword corresponding to an output utterance; and
- a component that, after outputting the utterance corresponding to each of the identified keywords, inputs from the user a selection of one of the utterances wherein the keyword corresponding to the selected utterance is the received input of a keyword from the user.

56. (New) The system of claim 55 wherein the utterances are output before the prompting.

57. (New) The system of claim 55 wherein the utterances are output after the prompting.